

RFQ NNA15557606Q

**National Aeronautics and Space Administration (NASA)
Airborne Science Program (ASP) 2015 Customer Survey
Statement of Work**

General Requirements:

The contractor shall develop and conduct customer assessments through the use and interpretation of customer surveys. These surveys shall provide feedback on past performance and an in-depth analysis that will facilitate better alignment of NASA Airborne Science Program capabilities, services, processes (including IT tools), and procedures with the scientific and engineering communities that support NASA Earth science projects. We estimate data of completion of this study and presentation of results will take place 6-months after award of contract.

Study Components:

The contractor will be provided a list of potential survey contacts. The contractor shall interview and produce individual reports for each of the customer survey contacts located external to ASP (at NASA HQ, JPL, and other NASA Centers). These reports shall include survey questions and answers, assessments of data, and identification of areas of concern, and recommendations on improvements. The contractor shall consult with the ASP technical point of contact (POC) prior to all interviews. The contractor shall coordinate with the POC for those study activities that are within the scope of the SOW. The POC will determine the exact number of required interviews and reports.

It is anticipated that the contractor will provide full reports for the estimated number 40 individuals representing different roles within ASP:

- Principal Investigators from NASA Centers and NASA funded institutions such as Universities or FFRDCs.
- Instrument engineers that test equipment on ASP aircraft
- Project or Mission managers responsible for managing science or engineering test flights on NASA Aircraft

This study will include ASP capabilities and services provided by Armstrong, Ames, Glen, Langley, Wallops, and Johnson Space Flight Center.

The aircraft involved in this study shall include but are not limited to the NASA ER-2, DC-8, P-3, C-130, C-20, Global Hawk and B-200 (LaRC), and Falcon Jet (LaRC).

The Government is providing a priority list of the contacts for each classification of customers and the POC shall be asked for direction if there are questions or modifications about the priorities or contacts.

During development of the survey, the contractor shall work with the POC to develop or modify the format and questions.

Period of Performance: Reports to be concluded and delivered by 5 months after award date and ; presentations will be no later than 6 months after award date.

Milestone Payments:

Survey Questions Development

- 30% completion is finalization of survey questions:
- 50% completion is ¾ of interviews complete based on bi-weekly status reports:
- 75% completion of first presentation at NASA HQ
- 100% completion of final presentation to NASA Centers

Required Contract Deliverables/Teleconferences:

- The contractor shall arrange a telecon to be held with NASA ASP PM and technical POC within one week after start to review survey format and refine report questions, if necessary.
- The contractor shall provide an initial electronic report containing survey results following the first 2 interviews
- Bi-weekly Status Reports (which must include which customers were contacted, number of reports completed to date, issues/concerns, and any relevant quotes/responses) shall be provided via email each Friday during the period of performance until delivery of the final report.
- Interim Information Reviews: The contractor shall schedule information reviews at 30% / 60% / 90% completion points (interim) and 100% (completion) of study production. Study reports shall be sent in at least 48 hours prior to the review.
- The contractor shall contact the POC after transmission of the final PowerPoint presentation to discuss pertinent points.

Post-Study Results PowerPoint Presentation:

The contractor shall attend at least one meeting (no more than 2 days) at NASA HQ and 3 NASA Centers to perform/provide the following:

- The contractor shall present its findings and analysis to ASP management. The POC will provide specific details of the location and time of this presentation.
- The contractor shall provide recommendations for ASP actions based on the survey results and analysis.
- The contractor shall participate in brainstorming and other discussions with NASA ASP during and after the study results presentations, not to exceed 40 hours.
- The contractor shall provide the POC with all original data sources (e.g., Excel spreadsheet) used in the preparation and production of the Post-Study Results presentation.
- The proposal shall include all costs associated with this order, including all material shipping costs.

Travel Requirements:

The contractor shall make the following trips during performance of this effort:

1. Purpose: Presentation of results to approximately 50 people
 Destination: NASA HQ
 Duration: Not to exceed 2 days
2. Purpose: Follow-up presentation of results to aircraft operations and management teams
 Destination: Armstrong Flight Research Center, Wallops Flight Facility, and Langley Research Center.
 Duration: Not to exceed 2 days